

Created	Branch	Topic	Comment	Staff Name	Notes
3/24/2021 16:38	Appaloosa	Customer Service	<p>Comment below is being entered by Sky Larsen as it was relayed to her by a patron during the process of Pony Express Registration on 3/23/21.</p> <p>Patron expressed that we REALLY need to find a different way to complete the Pony Express registration so that patrons who just want to pick up their holds do not have to wait so long. She suggested that we set up a registration station in the parking lot away from the Drive-Thru Window.</p> <p>I suggested that she might try to come to the library during non-peak times and shared that we do not have the technology to do the registration process outside of the building. Told her that I would definitely share the comment/suggestion.</p>	Larsen, Sky	Sky has already responded in person to this suggestion and told her that we would consider her suggestion.
3/24/2021 14:58	Appaloosa	Customer Service	<p>Please change my email address from [edited for patron privacy] into: [edited for patron privacy]</p> <p>Thank you, Francine [edited for patron privacy]</p>	Larsen, Sky	Completed for patron
3/11/2021 12:10	Appaloosa	Application process for Pony Express	To speed the line, provide the paperwork, ask the driver to pull away to fill out the form and then re-enter the queue.	Larsen, Sky	Noted. We have to do much of the registration process on the computer at the window and that requires the patron to be at the window. We are giving patrons the agreements to review in one of the Registration Parking Spots in an effort to keep the line down. (Sky Larsen)
3/14/2021 14:29	Arabian	Customer Service	WOULD LIKE TO KNOW WHEN ARABIAN WILL OPEN FOR WALK-IN BUSINESS. SEEMS A BIT OVERDUE.	Aikin, Louisa	<p>Thank you for your question about the opening of Arabian Library to walk-in patrons.</p> <p>We currently have no date for the opening of Arabian. The closures of some of our buildings and the reduced hours of operations at others are a result of the reduced city budget and cuts made to the library's staffing and operations budgets for the current year.</p> <p>We hope to learn more about our future plans for the library system in the next Fiscal Year, which begins July 2021.</p> <p>In the meantime, library staff are happy to assist you at the drive-up Window at Arabian. You may also wish to visit Mustang and Civic Center libraries, both of which have walk-in hours, and try the new Pony Express self-service at Appaloosa Library. We'd be happy to answer questions about any of these services. Please feel free to call 480. 312.READ (7323) or ask library staff for more information.</p> <p>Thank you for using Scottsdale Public Library.</p>
3/2/2021 16:14	Arabian	Customer Service	<p>I just had the most lovely experience signing up for an annual non resident library card. Amy at the Arabian branch researched and walked me through the entire process, which was done so professionally, but with warmth and enthusiasm. As I live in Sedona, I will not be regularly dropping by, but will stop in to meet her, as she is truly an exceptional person. I really appreciate the kindness and consideration I received today, and will be sure to spread the word. Thank you, Cynthia Lewis</p>	Aikin, Louisa	Noted with pleasure
3/31/2021 16:21	Civic Center	Programs/Events	<p>I am so sorry to see the RBDigital magazines gone. The Overdrive magazines are not as user friendly and there are less magazines available. I understand that it was probably a financial issue but they will be missed.</p> <p>On a positive note, we are thankful for your curbside pick-up at Civic Center.</p>		<p>Jones, Rebekka (4/1/2021 7:44 AM):RBDigital was bought out by Overdrive so we did not have an option to retain it. RJ</p>

3/17/2021 8:14	Civic Center	Customer Service	I wish I could comment on more than Customer Service, which is always excellent, helpful and patient. So many staff members know me by name, greet me warmly. The computer and internet services, the Online Materials, help tremendously, especially the availability of the NY Times. I applaud that one can reserve a Study Room/Meeting Room. I'm grateful to have the Scottsdale Library as a daily resource, even more so during the Pandemic this past year. Thank you.	Jones, Erin	Noted. Patron did not request follow up.
3/16/2021 11:51	Civic Center	Computer/Internet	Submitted 3/10/21 on yellow comment card at Civic Center Library: It is insensitive to leave computers open when several taxpayers pay to use them, even the 15 min comps. It would be a better more efficient program to have 15 min comps when no one needs them. and have hard chairs set up in a socially distanced line to indicate who needs the comps. It does nothing to prevent the spread of covid to rush people out who want and need to ensure health and safety of loved ones.	Jones, Erin	Noted. Patron did not leave contact information or request follow up.
3/16/2021 11:31	Civic Center	Customer Service	Submitted on yellow comment card at Civic Center Library 3/8/21: Matt Kate Both extremely helpful, made my day. Please give them a raise. I'll know if did not :) Thank you, Romi	Jones, Erin	Noted and shared with staff mentioned in this comment. Patron did not request follow up or leave contact information.
3/8/2021 11:11	Civic Center	Customer Service	Submitted on yellow comment card at Civic Center Library 3/3/21: In several years (18+) of library {illegible}; Very Grateful.	Jones, Erin	Noted. Patron did not leave contact information or request follow up.
3/2/2021 10:25	Civic Center	Atmosphere	Submitted on yellow comment card at Civic Center Library 2/27/21" My first time visiting and I absolutely love it. The interactive bingo, exhibits, etc.	Jones, Erin	Noted. Patron did not leave contact information or request follow up.
3/1/2021 13:07	Civic Center	Customer Service	Submitted on yellow patron comment card at Civic Center Library 2/26/21: My daughter and I came to the Civic Center Library after too long.... Monty was very helpful and friendly. Not only did he provide a great tutorial, but also gladly renewed my family members cards. Also, the Knowasis staff was great! Excellent experience all around!	Jones, Erin	Phoned patron 3/1/21 and left message expressing thanks for her comment card, letting her know I would share with staff.
3/1/2021 13:00	Civic Center	Atmosphere	Submitted on yellow comment card at Civic Center Library 2/24/21: Dear Civic Center Team: I must pay all of you a genuine compliment: my home (over 30 years) is [in] Scottsdale and your library is, without a doubt, the most comfortable, friendly, professional of any library, worldwide. I have lived and worked overseas for 15 years and visited many libraries around the globe, including North America. Each time I'm home to visit, I pop into your library and feel so safe and comfortable!	Jones, Erin	Dear Ms. Cooper, Thank-you for taking the time during a recent visit to leave your written compliments about the customer service and atmosphere at Civic Center Library. It is always a pleasure to hear positive feedback, especially from a patron such as yourself who has visited and experienced many libraries at home and abroad. I will share your compliments with the staff at Civic Center Library. Kind Regards, Erin P. Jones Branch Manager, Civic Center Library
3/29/2021 2:25	Mustang	THE LAW	please train your staff on the ADA and the law regarding 'masks' there are mask exemptions at all levels of government (city, county, state and federal) continuously asking me and my children for a mask when we have medical exemptions is not going to make us magically wear masks. There are visible and invisible disabilities, by now I would think your facilities would be aware of such things. If someone or a family is w/o a mask, let them be, and stop harassing them.		Staff are required to ask patrons to wear a mask. Unfortunately, staff may be unaware that a patron has been asked before.

3/19/2021 14:54	Mustang	Atmosphere	You are doing excellent! I love this library. I've been coming here since I was a kid, and the friendly, welcoming atmosphere has not changed. I am now even coming back with my toddler because it's such a great library. I really feel at home here. Keep up the wonderful work! Submitted on a yellow comment card. 3/17/21	Zick, Medina	
3/19/2021 14:51	Mustang	Customer Service	Charles assisted me to accomplish what I needed to get done when the library was getting ready to close down for the day. He made my time effective while trying to "beat the clock". Otherwise, I would have entered for nothing. Thank you, Charles. Submitted on a yellow comment card.	Zick, Medina	Noted with pleasure
3/18/2021 12:31	Mustang	Customer Service	Entered from a yellow comment card, exactly as written! Thank you for giving my first library card. This place is awesome!!	Zick, Medina	
3/11/2021 12:50	Mustang	Customer Service	I thought under the circumstances it was great that I was able to receive library services and appreciated the efficiency of those helping me. Thank you. Bernie	Zick, Medina	Noted with pleasure
3/11/2021 12:47	Mustang	Hours of Operation	Bless you for opening! I cried when I first walked into Mustang. Thanks! (Entered by staff from comment card 3/10/21)	Zick, Medina	Noted with pleasure
3/26/2021 14:02	Online	Library Materials/Online Materials	Hello, my name is Garrett Pendergast I am resident of Scottsdale. I am visually impaired and also a teacher of the blind and visually impaired. I rely heavily on online library resources. Being visually impaired it helps to be able to access digital materials and manipulate them to make them accessible. I am writing to request that you renew or put back in place your Value Line subscription. I had found this site very helpful when it came to being able to use it and also to teach my visually impaired students about using library resources and financial literacy. I was very disappointed to see that it was no longer available, I hope this note will help you reconsider putting it back into place.	Ronnberg, Bethany	Spoke directly with Mr Pendergast and was able to explain our difficult decision canceling Value Line and alternatives like Morningstar and the MCLD now offering VL. Patron suggested that if we need feedback or support for future product decisions, specifically how e-resources benefit the visually impaired community, he would be happy to do so. I am sharing patrons' contact information with Kira at patron's request. - BR @ CC
3/28/2021 12:04	Online library card renewal	Customer Service	Selecting your birth date using the current online format of selecting a calendar date is totally antiquated. Poking a little arrow numerous times on a hand-held device to go from 2021 back to the 1950s? I believe that there are more user-friendly methods available. The city's I.T. personnel should be able to fix that.		Thank you so much for your comment. I contacted our IT department and they made a change on the form. The birthday is now a text field so it's available to type it in rather than select from a calendar. Thank you so much for the suggestion and for saving future library patrons the hassle. Much appreciated!